MERCURY

Mastering People Management & Team Leadership Course

26 – 30 September 2027
Doha (Qatar)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

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Ref: 1099_1082874 **Date:** 26 – 30 September 2027 **Location:** Doha (Qatar) **Fees:** 5500 Euro

Introduction

The journey to becoming a successful leader in an organization involves mastering the delicate art of balancing the myriad of organizational demands and customer needs while also attending to your team's requirements.

This leadership and team management course empowers supervisors, technical specialists, and those stepping into leadership roles with diverse competencies to navigate these challenges confidently.

The people management and team leadership course participants will acquire the ability and confidence to detach themselves from day-to-day operational pressures to grasp the broader organizational landscape. This understanding forms the core of people management in a dynamic business environment.

Targeted Groups

- Mid-level managers.
- Supervisors.
- Team leaders.
- Employees who show potential to be promoted to a managerial or supervisory role.

Course Objectives

By the end of this comprehensive people management skills course, participants will:

- Comprehend their dual role as a manager and a leader within their organization.
- Establish crystal-clear objectives and performance standards for their teams.
- Efficiently manage their workloads via effective prioritization and delegation strategies.
- Enhance their skills in influencing others to achieve desired outcomes.
- Forge a cohesive, high-performing team unit.
- Cultivate and fully leverage their team members' capabilities, fostering a climate of continuous professional growth.

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Targeted Competencies

- Leadership and people management.
- Strategic development of team dynamics.
- Advanced communication skills.
- Capacity to focus on strategic goals over daily pressures.
- Proficient time management.
- Refined influencing techniques.
- Leveraging the power of delegation.
- Encouraging and sustaining team motivation.

Course Content Outline

Unit 1: Understanding Your Role

- Distinguishing between being a leader and a manager.
- Enhancing self-awareness and self-perception.
- Going beyond the job description: understanding what the organization expects from you.
- Managing the demands of multiple stakeholders.
- Comprehending organizational change.
- A structured model for effecting changes.

Unit 2: Personal Effectiveness, Time Management, and Delegation

- Comprehending personal and organizational environmental contexts.
- Outcome-focused approach to professional endeavors.
- Formulating personal and team goals.
- Techniques for effective performance management.
- Mastering time and using it to your advantage.
- A systemic model for successful delegation.

Unit 3: Communication, Influence & Conflict Management

- Exploring communication pathways.
- Elevating listening skills.
- Utilizing emotions in building rapport.
- Perfecting the art of persuasion and negotiation.
- Assertively managing conflicts.

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Unit 4: Team Building, People Management, and Motivation

- The mechanics of high-performing teams.
- Pinpointing unique team roles.
- Real-world application: engaging teambuilding activities.
- Investigating motivation and reward systems.
- Cultivating and disseminating a shared vision.
- A comparison of leadership styles.

Unit 5: Enhancing Team Performance through Coaching and Development

- Understanding the learning profiles of people management.
- Employing coaching to foster personal and team-wide growth.
- Skills for providing effective feedback.
- Creating actionable development plans.
- Envisioning and planning for the future steps.

Through this detailed people management training course, participants will gain thorough insights into organizational behavior managing people and organizations. Still, they will also develop essential team management skills to guide their teams to unprecedented success.

This program is a managing people course and a transformative experience that will equip you with people management skills training to excel in your career.